



Problem Resolution Report

CoSD Contract no. 537863
Ultra-Portable Laptop
HP/CoSD-104



Date: November 5, 2012

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 and restated on April 5, 2012 ("the Agreement") by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to provide the addition of a Ultra-Portable Laptop resource unit to the Agreement to provide a solution for mobile computing business functions that require greater portability and power than found in the standard Laptop asset.

Resolution:

1. A new resource unit for Ultra-Portable Laptop is added to Section 4.4.3.2.7.a of Schedule 4.3 of the Agreement as per the section below:

4.4.3.2.7.a Ultra-Portable Laptop

Ultra-Portable Laptop hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. The process to set Ultra-Portable Laptop hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year

The Ultra-Portable Laptop hardware will be refreshed within a 3-year cycle from initial installation as recorded in the Assets Management System.

Hardware and core software that meet the current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

2. The initial standards for the Ultra-Portable Laptop will be the Toshiba Portege Z930 device, as shown on Attachment 1 to this PRR, specifications of which will be added to Report 44 – Personal Computing



Problem Resolution Report



CoSD Contract no. 537863

Ultra-Portable Laptop

HP/CoSD-104

Services Standards - Hardware Standards. Any updates to or modifications of the initial standards will be documented and approved through Report 44 – Personal Computing Services Standards - Hardware Standards.

3. The Ultra-Portable Laptop will be loaded with an approved County standard image per the requirements of Report 43 “Personal Computing Services Core Software Standards”. The Ultra-Portable Laptop will be provisioned with hard disk encryption services.
4. A new Resource Unit Fee for the Ultra-Portable Laptop is also added to Schedule 16.1, Exhibit 16.1-1 and Exhibit 16.1-2 as per Attachment 2 and Attachment 3 to this PRR.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties’ actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

HP ENTERPRISE SERVICES, LLC

By: Bruce Poljan

By: Max Pinna

Name: Winston F. McColl

Name: Max Pinna

Title: Director Department of Purchasing
and Contracting

Title: Contracts Manager

Date: 11-06-12

Date: November 5, 2012

Hudson

Attachment 1 to PRR 104 – Ultra-Portable Laptop

REPORT 44 - Personal Computing Services Standards

Standard Ultra-Portable Laptop:

Toshiba Portege Z930

Hardware Use Case: Mobile Worker



Components	Standard Ultra-Portable Laptop – Toshiba Portege Z930
Processor	Intel Core i5-3427U Processor 1.8 GHz (2.8 GHz with Turbo Boost Technology), 3MB L3 Cache, 2 cores/4 threads, 5 GT/s)
Memory	6GB DDR3 1600MHz (max 6GB w/ i5 Processor Configuration; 2GB onboard – factory accessible only, 4GB accessible by support)
Video	Intel HD Graphics 4000
Display	13.3" diagonal widescreen TFT display at 1366 x 768 native resolution
Disk	128GB SATA SSD
Communications LAN:	Intel® 82579LM Gigabit Network Connection (10/100/1000)
Communications: Wireless Access Points	Intel® Centrino® Advanced-N 6235 (a/g/n)
Communications: Mobile Broadband	N/A
Bluetooth	Bluetooth® version 4.0

Attachment 1 to PRR 104 – Ultra-Portable Laptop**REPORT 44 - Personal Computing Services Standards**

Ports	<div>1 USB 3.0 2 USB 2.0 1 VGA 1 HDMI 1 RJ-45 LAN</div> <div>1 Microphone input port 1 Headphone output port</div> <div>No PC Express No Smart Card Reader</div> <div>Media Card Reader SD SDHC Mini SD Micro SD Micro SDHC Multi Media</div>
CD/DVD	Sold separately
Webcam	1.3 megapixel Webcam
Battery	8 cell (up to 8.5 hours battery life)
Weight and Dimensions	Weight Starting at 2.47lbs Dimensions (w x d x h) 12.44" x 8.94" x 0.33"/0.63"
Comments	TPM 1.2; Biometric fingerprint reader (standard)
Docking Station Options	Toshiba Dynadock 3
Input Device Options	

ATTACHMENT 3 TO PRR 104 - ULTRA -PORTABLE LAPTOP

Schedule 16.1 - Exhibit 16.1-2 Resource Unit Price Decomposition

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component ** Desktop Services - Personal Computing Services-Section 4.4	Unit of Measure	Pricing Fixed monthly fee per unit	Decomposition (specific cost detail breakdowns)	Resource Unit Fee \$ 147.47	Revised Component Fee	Description of Components	\$ 147.47	
Ultra-Portable Laptop		Laptop		Hardware		66.20	This represents the costs of acquiring assets to support the Refresh tasks. The amount included in the Price is the monthly lease payments for a leasing term of 3 years (refresh cycle of a Laptops).		66.20
				Hardware Maintenance/Break-Fix		11.18	This element comprises break-fix services, primarily labor and parts.		11.18
				Software License		18.24	Software licenses include the cost of software license upgrades/refresh. Based on the Refresh Cycle of 3 years for Laptops, the aggregated cost is apportioned over the baseline volume of Laptops.		18.24
				Software Break-Fix		20.46	This comprises costs associated with the labor and resources for desk-side/Level 2 support.		20.46
				IMAR's		11.10	IMAR costs are Labor associated with IMAR's.		11.10
				Refresh Support		9.99	Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehousing activities, imaging, hardware delivery to County site, provide install services, removal of old Laptop and any boxes and packing materials.		9.99
				Desktop Application Directory Maintenance		10.30	This represents the labor, equipment and software costs associated with operating the Desktop Service Office, which provides centralized control of all desktop services, Model Office, and automated Software distribution.		10.30

ATTACHMENT 2 TO PR 104- ULTRA-PORTABLE LAPTOP

Schedule 16.1 Exhibit 16.1-1 Summary by Resource Unit

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component --	Unit of Measure	Pricing Fixed monthly fee per unit	Decomposition (specific cost detail breakdowns) Hardware lease/depreciation and maintenance; software license and maintenance; IM/IS, Desktop Applications Directory	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (110% to 120% band)	Resource Unit Fee (120% to 130% band)	Measurement Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
Ultra-Portable Laptop	Desktop Services - Personal Computing Services--Section 4.4	Laptop			\$ 147.47	100	14,747	B1	\$ 182.64	\$ 166.18	\$ 134.09	\$ 126.84	Specific	3